

Undergraduate Student Information Technology (General) Fund

Background, Transition, Partnerships and Perspectives

Indiana University Purdue University Indianapolis

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Overview

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Discussion and Questions

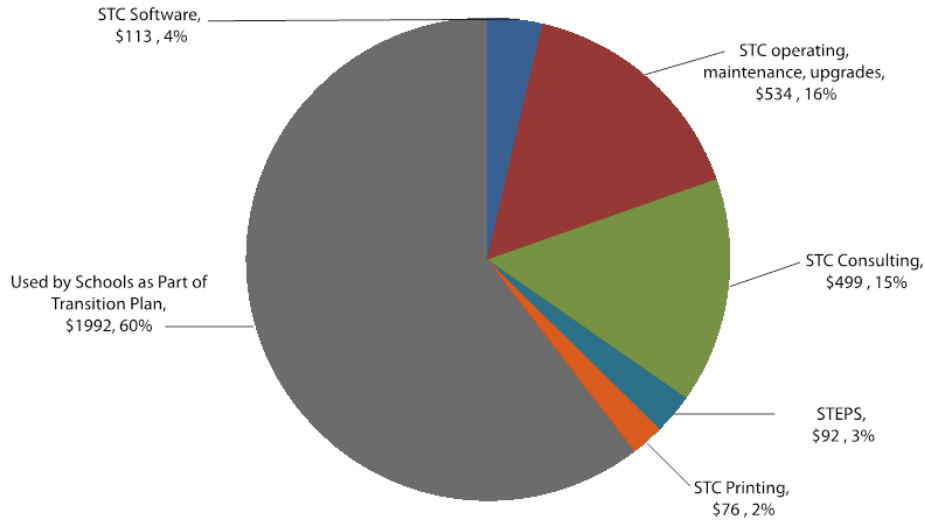
Background

- 1989 – Board of Trustees first approved a Student Technology Fee (STF)
- 1990 – IUPUI introduced a sliding scale fee based on anticipated usage
- 1992 – Board of Trustees approved a revised fee of \$75 starting with Freshmen
- 1992 – IT Advisory Committee (ITAC) review required under RCM
- 1995 – Projected income of \$2.7M and first time ITAC rejected a school plan
- 1997 – First IT strategic plan (ITSP1); IUPUI budget process replaced ITAC review
- 2002 – State funding for IT withdrawn and STF doubled on all campuses
- 2008 – Second IT strategic plan (ITSP2) completed
- 2009 – Decision to align administration of the IUPUI STF with other IU campuses
- 2012 – Transition to be completed

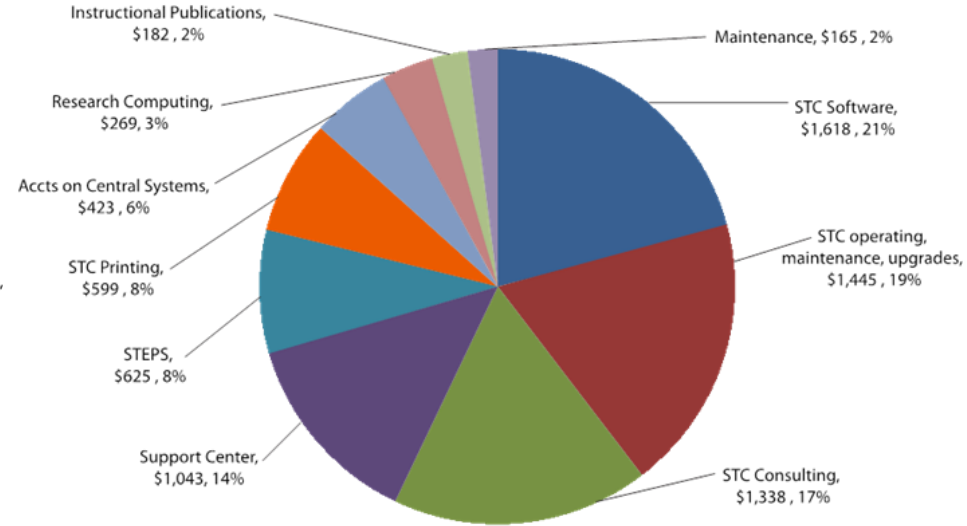
Objectives

- Achieve economies of scale in hardware, software, and staffing
 - Expand and upgrade the current computing environment
 - Introduce new resources for the common good
 - Develop partnerships to meet campus and school objectives
- Provide a more consistent information technology environment
 - Expand the suite of software available to students in all campus facilities
 - Offer a standard printing quota and improve printing access, including ease of use
- Align resources with the campus and university goals for student success
 - Prepare for changes in technology and student behaviors that will impact the IT support model
 - Help increase the number of general inventory classrooms, informal learning spaces, and Student Technology Centers by developing new facilities as required and time sharing based on priorities

Budget



IUPUI, FY 09-10, in \$1,000s



IUB, FY 09-10, in \$1,000s

Budget

	YR 1 (FY 2010)	YR 2 (FY 2011)	YR 3 (FY 2012)	YR 4 (FY 2013)
PROVIDED TO SCHOOLS	\$ 1,992,000	\$ 1,072,043	\$ 656,940	\$ -
TRANSITIONAL STAFF	\$ 1,077,806	\$ 410,725	\$ 290,651	\$ -
FUNDS TO SCHOOL	\$ 914,194	\$ 661,318	\$ 366,289	\$ -
UITS STUDENT SERVICES	\$ 1,314,341	\$ 2,234,298	\$ 2,649,401	\$ 3,306,341
TOTAL UNDERGRADUATE STF	\$ 3,306,341	\$ 3,306,341	\$ 3,306,341	\$ 3,306,341

Partnerships and Projects

- Many administrative and service units collaborated for successful planning
- Examples of important projects (in chronological order)
 - Developing the print quota for undergraduate students
 - Providing laptop computers to support student organizations
 - Partnering with University Library to create the rich media development cluster
 - Redesigning the 24x7 Student Technology Center
 - Creating an experimental classroom
 - Establishing a comprehensive testing facility
 - Repurposing informal learning to encourage collaborative work among students
 - Introducing laptop charging and storage lockers
 - Planning a new Multicultural Center Student Technology Center
 - Anticipating new classrooms in the former bookstore space in Cavanaugh Hall

Rich Media Cluster



Before

University Library



After

IT 131 24x7 Student Technology Center



Before

Informatics (ICTC) Building



After

IT 131 24x7 Student Technology Center



Before



After

Informatics (ICTC)



ES 2121 Student Technology Center



BS 3001 Student Technology Center



Before

Business - SPEA



After

CA 425 Student Technology Center



HR 185 Student Technology Center



IT 121 Experimental Classroom



Before

Informatics (ICTC) Building



After

Infostation Makeover



**University
College**

Infostation Makeover



Before

Lecture Hall



After

Infostation Makeover



Before

Lecture Hall



After

Opportunities in Alcoves and Along Walls

Informatics (ICTC) Building



Opportunities in Alcoves and Along Walls

Cavanaugh Hall



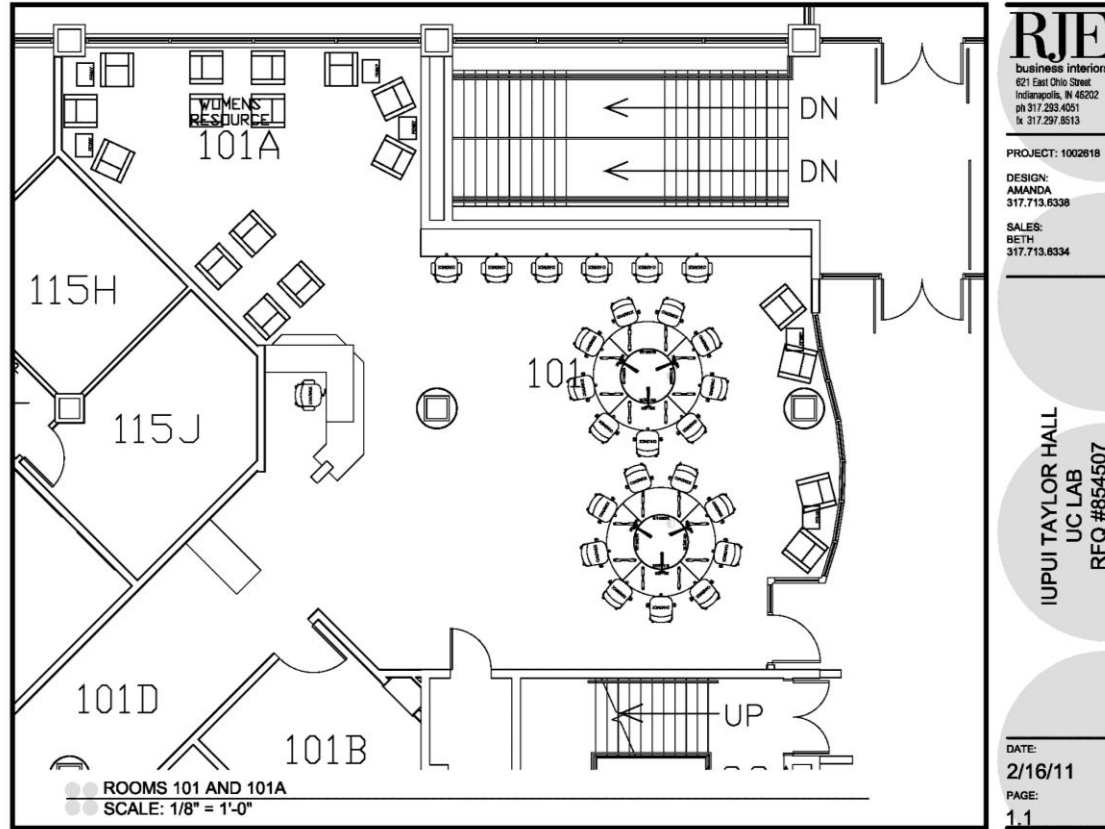
Informatics (ICTC)

Opportunities in Alcoves and Along Walls

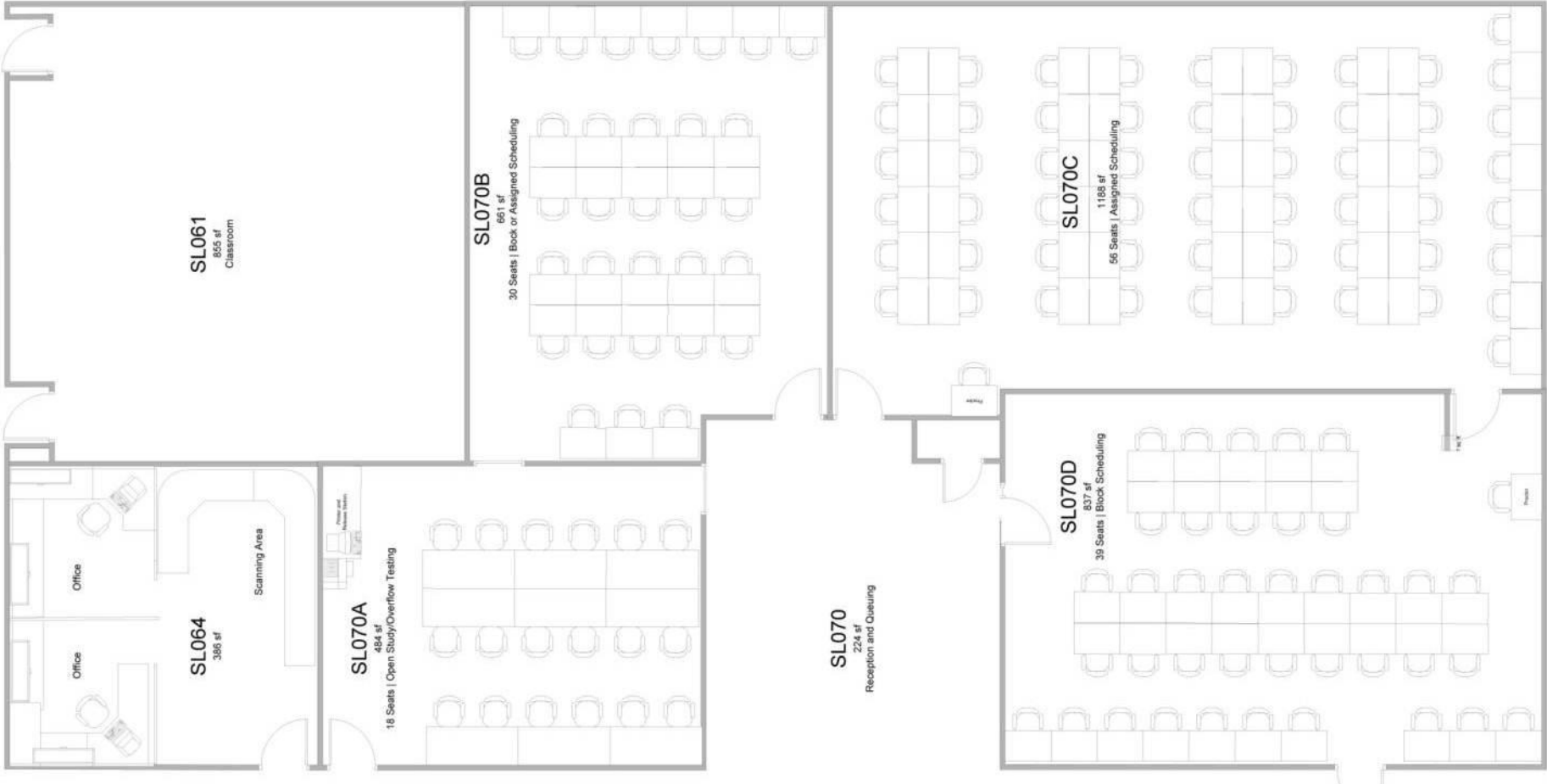
Campus Center



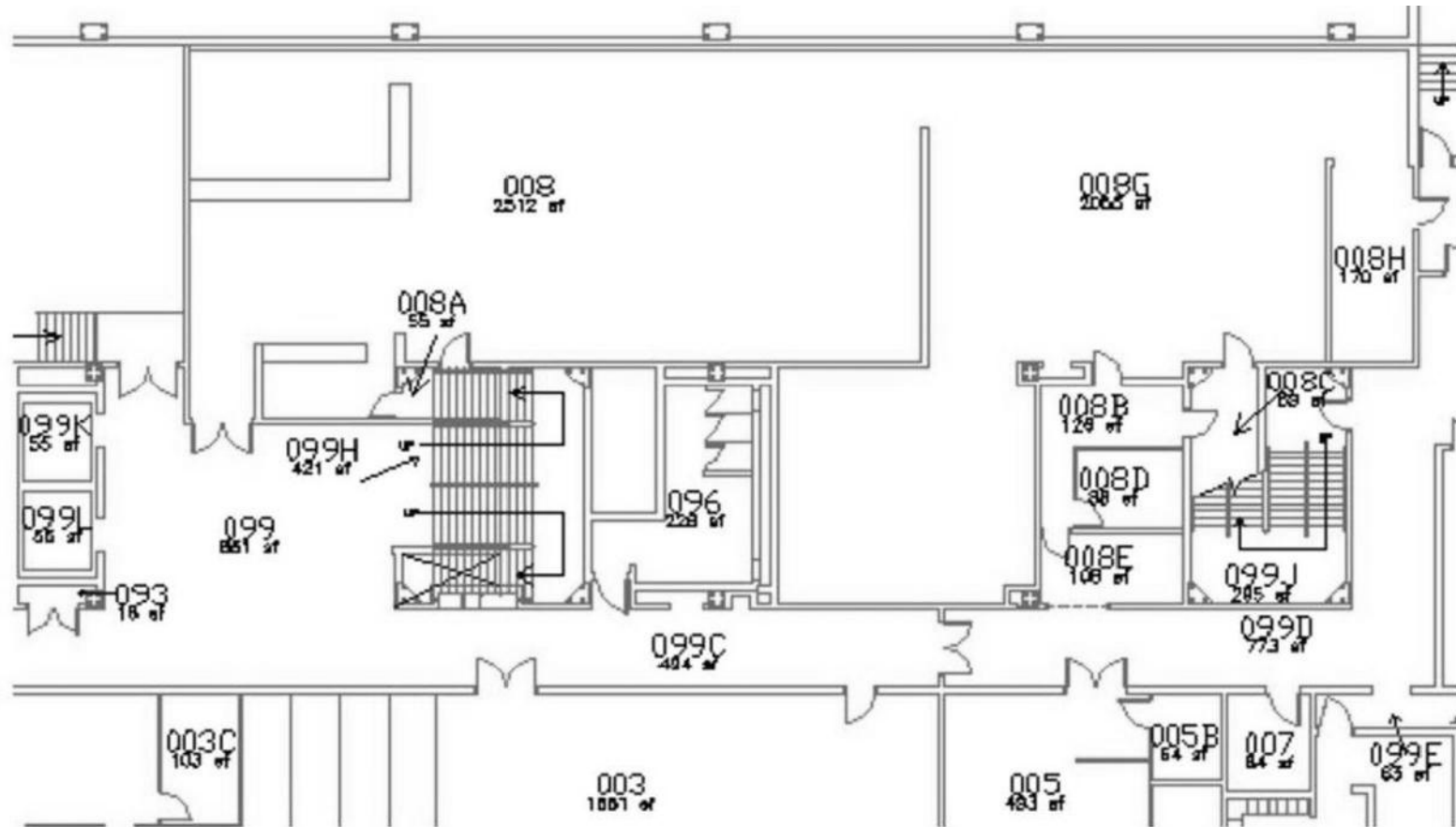
Multicultural Center Plans



SL Testing Center Plans



Cavanaugh Lower Level Opportunity



Facilities, Hardware and Software

- Early goals
 - Better print management
 - Remove barriers to access
 - More homogenous desktop environment
 - Increase availability of applications
 - Improve time sharing with Registrar scheduling
 - Leverage hardware and software purchases
 - Ensure lifecycle funding for all student technology

Facilities, Hardware and Software

- Early accomplishments
 - Refreshed 528 student-use workstations
 - Installed 55 infostations
 - Replaced 30 printers
 - Offered 650 page print allocation
 - Improved print release process with JagTag “Swipe and Go”
 - Expanded software to include 175 Windows and 112 Mac applications in STCs
 - Created collaborative IT environments in informal work areas
 - Introduced an experimental classroom
 - Developed laptop use program for student organizations

Assessment

- IUPUI assessment
 - Conducted by the IUPUI Office of Information Management and Institutional Research
 - Survey of students and faculty
 - Focus group interviews with undergraduates
- UITS assessment
 - Conducted by the Center for Survey Research
 - Survey of 800 undergraduates, 400 graduate students, 400 faculty members, and 400 staff members on both the IUPUI and IUB campuses
 - Multi-year results and all comments from open-ended questions posted on the web
- Benchmark survey (2011) currently underway

University Information Technology Services

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UITS User Survey

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How does UITs assess its services?

Each year, the UITs Stat/Math Center works with the Center for Survey Research to create the **UITs User Satisfaction Survey** in order to assess the current level of user satisfaction with computing facilities, services, and support for instruction, research, and administration on all Indiana University campuses (except Fort Wayne).

For information about these surveys, see the UITs User Survey web pages:

- IUB, IUPUI
- IUE, IUK, IUN, IUS, IUSB

The UITs **Support Center** also sends daily surveys via email to randomly selected users who have

Chat with a consultant

ITHelpLive (IU login required)

Available 24 hours a day, 7 days a week

Related articles

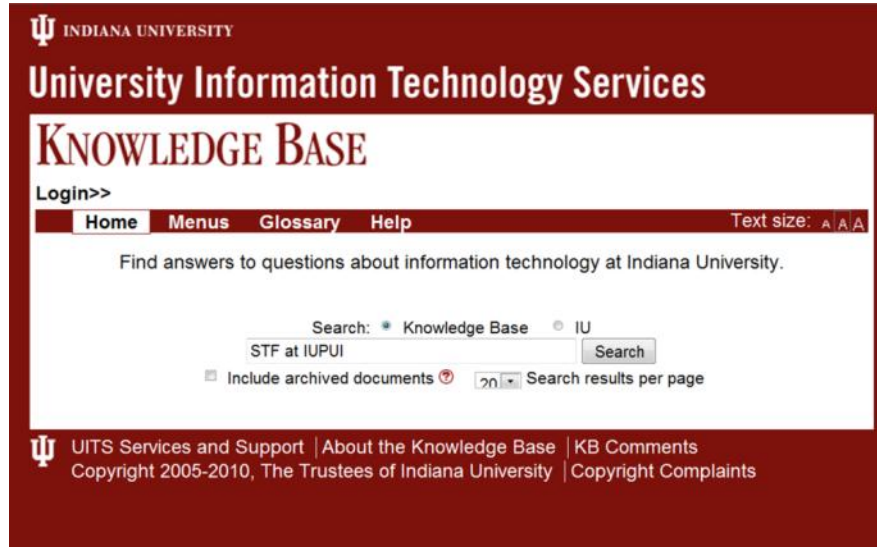
[How can I give feedback or ask a question about Oncourse?](#)

UITS User Satisfaction Survey

The annual UITS user satisfaction survey is administered by the [Center for Survey Research](#) (CSR) under the supervision of the [Center for Statistical and Mathematical Computing](#) (Stat/Math Center).

Year	Bloomington (IUB)	IUPUI
2010	Methodology Survey form Summary of results Text comments Actions taken in response to 2010 survey	Methodology Survey form Summary of results Text comments Actions taken in response to 2010 survey
2009	Methodology Survey form Summary of results Text comments Actions taken in response to 2009 survey	Methodology Survey form Summary of results Text comments Actions taken in response to 2009 survey
2008	Methodology Survey form Summary of results Text comments Actions taken in response to 2008 survey	Methodology Survey form Summary of results Text comments Actions taken in response to 2008 survey

More Information



The screenshot shows the homepage of the University Information Technology Services Knowledge Base. The header features the Indiana University logo and the text "INDIANA UNIVERSITY". Below this, the main heading is "University Information Technology Services" followed by "KNOWLEDGE BASE" in a large, serif font. A "Login>>" link is positioned to the left of the main navigation bar. The navigation bar includes links for "Home", "Menus", "Glossary", and "Help", along with a "Text size: A A A" option. The main content area contains the text "Find answers to questions about information technology at Indiana University." and a search section. The search section has a "Search:" label with radio buttons for "Knowledge Base" (selected) and "IU". Below this is a search input field containing the text "STF at IUPUI" and a "Search" button. At the bottom of the search section, there is a checkbox for "Include archived documents" and a "Search results per page" dropdown menu set to "20". The footer contains the Indiana University logo, links for "UITs Services and Support", "About the Knowledge Base", and "KB Comments", and copyright information for 2005-2010.

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STF at IUPUI

About the IUPUI Student Technology Fee transition

On this page:

- [About the transition](#)
- [How is the transition process being managed?](#)
- [How was the transition rolled out?](#)
- [What is the timeline for this transition?](#)
- [What principles define the "common good"?](#)
- [How is discipline-specific use distinguished from the "common good"?](#)
- [How is school- or discipline-specific IT funded?](#)
- [What are examples of services funded by the STF?](#)
- [How are faculty and students involved in the process?](#)

Chat with a consultant

ITHelpLive (IU login required)

Available 24 hours a day, 7 days a week

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[At IUB, how is the Student Technology Fee used?](#)

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